#### Salesforce Platform developer one**Alekya Kancherla**

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#### **PROFESSIONAL SUMMARY**

* **4+ years** of experience in **Salesforce.com CRM** and **Force.com platform** with proficiency as Salesforce Admin/Business Analyst.
* **Certified** Salesforce Administrator along with Lightning experience implementing **Service cloud, Sales cloud, Marketing Cloud, Community cloud and Field Service Lightning.**
* Experience in configuration, customization and supporting of Salesforce administration functions including **Profiles, Roles, Sharing rules, Groups, Permissions, Security, fields, Page layouts, Record types, Validation rules**, Data management, **Reporting, Dashboards, Workflow, Triggers and Assignment rules**.
* Knowledge implementing **Apex classes, Test classes, Triggers, Visualforce** (Pages, Components, Controllers),Batch Apex, Scheduled Apex, Change Sets Deployment, Custom Settings, **SOQL and SOSL.**
* Integration experience with third party applications, internal legacy systems that work across all areas of operations, finance and sales.
* Experience performing large Data Migrations using Data Loader along with strong Excel skills.
* Experience in **Agile** environment.
* Strong business analysis and functional experience, including requirements gathering, creating/deploying solutions to end users.
* Excellent communication, Technical/Analytical/Problem Solving skills, and ability to work independently, work within a team environment, able to multitask, prioritize and manage time effectively.

**KEY SKILLS**

* **Functional:**  Service Cloud, Field Service Lightning, Sales Cloud, Marketing Cloud, Community cloud, Business Analysis and Software Development, Excellent Communication and Interpretation skills
* **Technical:** Salesforce.com, Lightning, Apex, Visualforce, SOQL, External objects, Case Management, Community builder, Web Services(REST, SOAP) ,HTML, CSS, Advanced Excel.

**EDUCATION**

**Illinois Institute of Technology**, Chicago, IL**. (GPA 3.7/4.0) *May 2016***

*Master's in Computer Science*

**GITAM University**, Hyderabad, India**. (GPA 4.0/4.0) *May 2014***

*Bachelor of Technology in Electronics and Communications*

**CERTIFICATIONS**

* Salesforce Certified Administrator(18597783)
* Salesforce Certified Platform App Builder (21026390)
* Salesforce Certified Platform Developer I (6750164)
* Salesforce Certified Service cloud Consultant (19216473)
* Salesforce Certified Field Service Lightning Consultant (19891015)
* Oracle Certified Professional Java SE6 programmer (OC1399948)

**WORK EXPERIENCE**

***Capgemini America Inc., Atlanta, GA Jun 2017 – till date  
Applications Consultant 2***

***Responsibilities:***

* Involved in various activities of the projects, like requirements gathering, technical analyzing, design, development and documenting the functional and non-functional requirements.
* Created various Profiles, Roles and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
* Build dashboards for sales, operations, finance & executive leadership to gain a comprehensive view into sales pipeline, revenue, activity reporting, etc.
* Assist in training of new users, and grow the Salesforce.com skill set across the organization
* Effectively act as the liaison between our users, vendors and the application development teams; Works independently and alongside the Product Manager for CRM with members of the stakeholder group to define and document development requirements
* Configured and customized solutions using the Salesforce toolset including custom objects and fields, validation rules, workflows, process builder, approval processes and Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Created email templates and inbound emails using Visualforce for clients and customers.
* Documented the functional and non-functional requirements based on the specifications and changes to the system. Documents may include detailed specifications, data mappings, implementation guides, architecture diagrams or design documents.
* Worked extensively with Data loader and Import Wizard for performing data migrations, along with analyzing and resolving inconsistencies in data using Salesforce specific tools and query languages such as Workbench, SOQL and SOSL.
* Developed customized solutions by creating Apex Classes, Controllers, Triggers, Lightning Components and Visual Force Pages to support critical business functions and meet project objectives, client requirements and company goals.
* Managed release process and deployments from sandbox environment to production environments using Change Sets, Force.com Migration tools, Force.com IDE (Eclipse) and Force.com Workbench.
* Developed BULK API calls (REST) and SOAP to integrate application components. Responsible for controlling the adaptability of these API’s for integration of information and processes so the all the systems within the CRM can communicate efficiently.
* Implemented Service cloud, Field Service Lightning, Marketing Cloud, Community cloud for different projects.

***FusionSpan, Washington, D.C Jan 2017 – May 2017 Salesforce Administrator/Developer***

***Responsibilities:***

* Address inbound client requests and respond to them promptly, optimizing Salesforce configuration and processes related to system maintenance.
* Manage all Salesforce applications including ongoing support requests and administrative needs of users by providing prompt and complete resolution to technical challenges and business issues.
* Work effectively on multiple assignments, activities, and projects.
* Maintain user roles and profiles, security settings, access settings, etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).
* Create and manage custom objects, fields, formulas, validation rules, custom workflow and approval processes.
* Design, document, build, test and deploy enhancements to Salesforce custom objects, page layouts, workflows, alerts, reports and complex dashboards within Salesforce.
* Partner with end users and first line support to understand the administrative needs and resolve support issues.
* Worked on Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Created Reports, Dashboards, managing user profiles, communities and working on excel sheets for data clean up.
* Work in the Salesforce.com development environment which includes custom objects, triggers the Force.com IDE, migration tools, SOQL and web services.
* Assist users with problems and questions on daily basis to ensure the proper working order of systems.
* Deployed the code over sandboxes using Change set and Written Test Cases to check code coverage in Apex Classes and Apex triggers.
* Work in all phases of software development life cycle including functional analysis development of technical requirements, prototyping, coding, testing, deployment and support
* Develop applications with Visualforce and Apex.

***Egen Solutions, Chicago, Illinois Aug 2015 – May 2016   
Salesforce Intern***

***Responsibilities:***

* Customize and Maintain Salesforce CRM system, includes user profile setup, security and maintenance, data management, workflows, developing reports, dashboards and tool customizations.
* Create and manage SFDC pages, fields, business rules (validations and workflow), and more in support of business requirements.
* Perform analysis, administration, troubleshooting, testing, software, and data environment refreshes as needed.
* Package and deploy software changes to all environments (development, testing, and production).
* Developed Apex Classes, Controller (standard extensions) Classes and Apex Triggers for various functional needs in the application.
* Created buttons (URL, VFP and Link), custom objects, page layouts, validation rules and workflows where ever required.
* Designed, developed and configured customized solutions using the Salesforce toolset including custom objects and fields, validation rules, workflows, approval processes.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Created Reports and Dashboards as well as provided business analytics.
* Developed BULK API calls (REST) and SOAP to interact with the 3rd party tools.
* Migrated the code from sandboxes to production environment.
* Demonstrated ability to translate customer requirements into specification.